

Guide to using the tenant portal

Includes: How to pay your bills

Main website

West.ONE COMMERCIAL SPACE
OFFICE SOLUTIONS
RESIDENTIAL LETTINGS
STUDENT ACCOMMODATION

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PAY YOUR BILL

HOME WEST ONE STUDENT ACCOMMODATION RESIDENTIAL LETTINGS COMMERCIAL SPACE OFFICE SOLUTIONS NEWS CONTACT US

WELCOME

West.One offer high quality property solutions for a wide range of commercial and residential markets - from stunning city centre apartments & student accommodation to 100,000 sq.ft industrial space.

Based in Sheffield, our portfolio spans the country with properties in Glasgow, Nottingham, Bradford, Doncaster, Sheffield and London.

Feel free to browse our properties - if you have any questions, please call our Head Office on 0114 229 6800.

FEATURED COMMERCIAL

Unit 21-24, Penistone Road Trading Es, Hillsborough, Sheffield

Large Retail/ Trade Counter Unit with Prominent roadside position & plentiful parking
From £7.00 per sq ft (per annum)

[read more](#)

FEATURED RESIDENTIAL

Flat 4, The Tanneries, 31 Whiting Street, Just off Chesterfield Road, Heeley, Sheffield

Great value one bedroom apartment close to all the local amenities and 10 minutes walking to the city centre
£395.00 per calendar month

[read more](#)

NEW STUDENT DEVELOPMENT

Broomgrove Apartments
Excellent quality student accommodation, completely refurbished & very close to SHU. A range of 3, 4, 5, 6 & 7 bedroom student apartments now letting for 2013 / 14.

Broomgrove APARTMENTS
3 Broomgrove Road Sheffield S10 2LW

Broomgrove Apartments for Stud...

Fabulous location...

for Sheffield Hallam University

www.broomgrove.com

From the main website (www.westonespace.com) you will be able to click on the link at the top of the page. This is the first stage in being able to view your account online, retrieve copy invoices and pay any outstanding balances on your account.

Logon



The screenshot shows the West.ONE tenant portal login interface. In the top left corner is the West.ONE logo, consisting of four colored dots (orange, purple, blue, green) above the text 'West.ONE'. In the top right corner, there is a vertical list of services: 'COMMERCIAL SPACE', 'OFFICE SOLUTIONS', 'RESIDENTIAL LETTINGS', and 'STUDENT ACCOMMODATION'. The central part of the page features a 'Login' form with two input fields for 'User name' and 'Password', and a 'Login' button below them. At the bottom of the form, there is a link for 'Change password Registration & forgotten password'.

If you haven't used the tenant portal before you will need to register by clicking on the "registration & forgotten password" button and set yourself up as a user.

You will need to enter your tenant reference number, make yourself a unique username (anything you like) and then enter your email address - see example below;

Tenant Reference: 11TEST01A

User Name: TEST1

Email Address: test@tenantportal.com

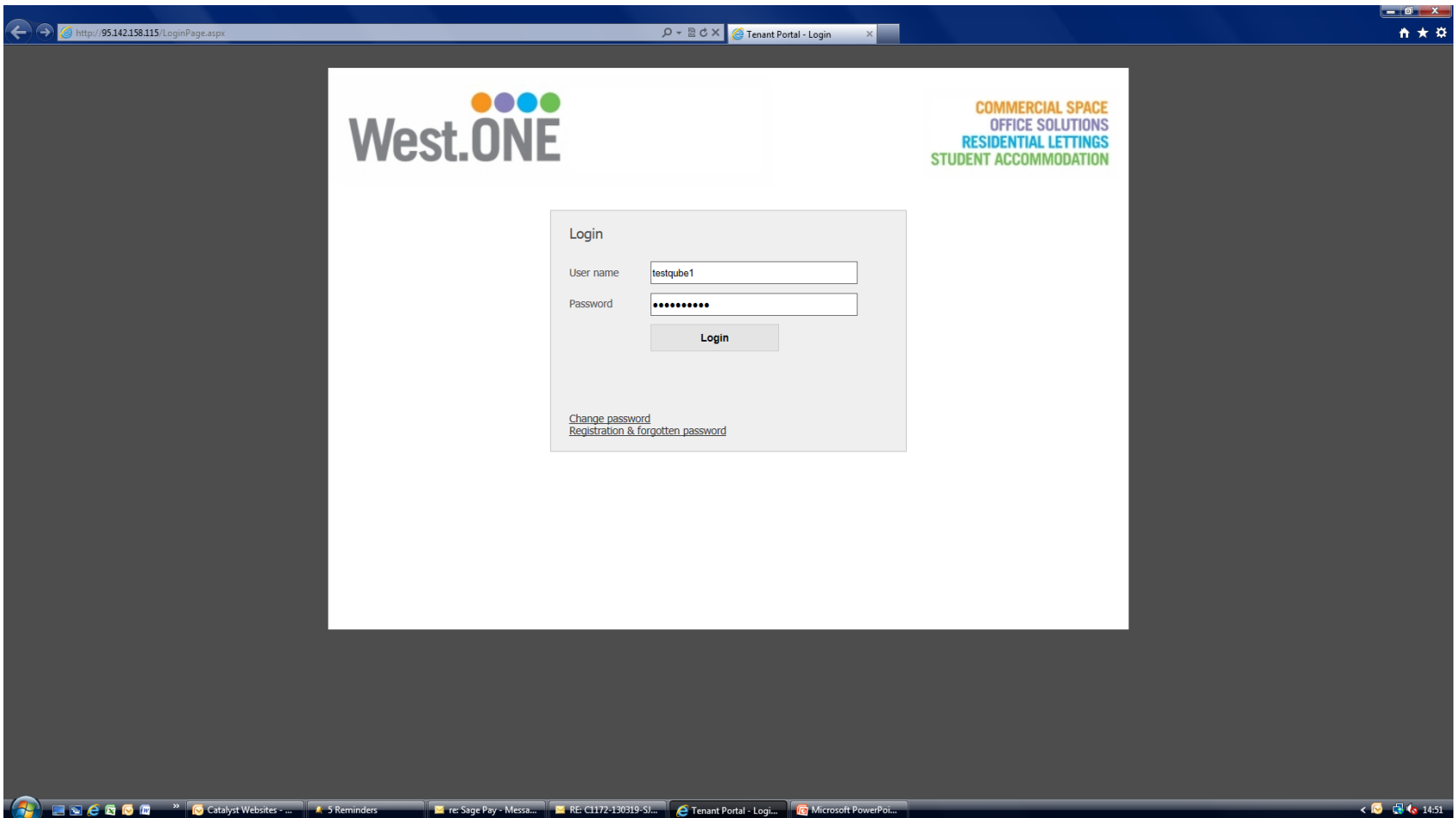
Once you have registered you will receive an email with a copy of your username and an automatically generated password which will allow you to sign in. Your password can be changed at anytime to something more memorable. Should you require any assistance during the registration process please call 0114 229 6800.

Username = Please enter your username as per registration email.

Password = Please enter your password as per registration email

(This can be changed from the main screen to a more memorable password).

Log on



Once you have entered your username and password, please click the “login” button. This will allow you access into the portal system.

Portal home screen

West One - 13A Victoria Street

COMMERCIAL SPACE
OFFICE SOLUTIONS
RESIDENTIAL LETTINGS
STUDENT ACCOMMODATION

► Noticeboard
Balance due
Service charge
History
Make a payment
Documents
Contact us
My Details
Logout
T&Cs

Property noticeboard

General property information notification area here...

| Date | Description | Further Details |
|------------|-----------------------------------|--------------------------|
| 04/04/2013 | Information item 2 description | Further information line |
| 04/03/2013 | Information item 1 description | Further information line |

Once the signing in process is complete you will be sent to this screen initially.

Make a payment

West.ONE

COMMERCIAL SPACE
OFFICE SOLUTIONS
RESIDENTIAL LETTINGS
STUDENT ACCOMMODATION

West One - 13A Victoria Street

Noticeboard
Balance due
Service charge
History
▶ Make a payment
Documents
Contact us
My Details
Logout
T&Cs

Make a payment

Account balance 1,248.00

| Date | Description | Invoice | Demand | Outstanding | Payment |
|------------|-----------------------------|---------|--------|-------------|---------|
| 15/04/2013 | Single Char Rent In Advance | 856.79 | | 1,248.00 | 0.00 |

Part Full

Minimum payment of 88.96

Payment amount total 0.00

We use Sage Pay to collect/process transaction information.
For Sage Pay security information please visit http://www.sagepay.com/secure_policy

Process payments

When wanting to pay an invoice you will need to click on the “Make a payment” tab located on the left hand side of the screen.

Full Payment

West.ONE logo with four colored dots (orange, purple, blue, green) above the text. Below the logo, the address 'West One - 13A Victoria Street' is displayed. To the right, a list of services is shown: 'COMMERCIAL SPACE', 'OFFICE SOLUTIONS', 'RESIDENTIAL LETTINGS', and 'STUDENT ACCOMMODATION'.

Navigation menu on the left includes: Noticeboard, Balance due, Service charge, History, **▶ Make a payment**, Documents, Contact us, My Details, Logout, and T&Cs.

The main content area is titled 'Make a payment'. It shows an 'Account balance' of 1,248.00. Below this is a table with the following data:

| Date | Description | Invoice | Demand | Outstanding | Payment | |
|------------|-----------------------------|---------|--------|-------------|----------|--|
| 15/04/2013 | Single Char Rent in Advance | 85679 | | 1,248.00 | 1,248.00 | £ £ X Part Full Fully pay this item |

Below the table, it states 'Minimum payment of 25.00'. At the bottom right of the table area, it shows 'Payment amount total 1,248.00' and a 'Process payments' button. A small disclaimer at the bottom reads: 'We use Sage Pay to collect/process transaction information. For Sage Pay security information please visit http://www.sagepay.com/security_policy'.

To fully pay an invoice you simply need to click on “£ Full” and this will populate the payment area with the full amount due. Please press “Process payments” to continue.

Part Payment

West.ONE logo with four colored dots (orange, purple, blue, green) above the text. To the right, a list of services: COMMERCIAL SPACE, OFFICE SOLUTIONS, RESIDENTIAL LETTINGS, and STUDENT ACCOMMODATION.

West One - 11A Victoria Street

Noticboard
Balance due
Service charge
History
▶ Make a payment
Documents
Contact us
My Details
Logout
T&Cs

Make a payment

Account balance 1,248.00

| Date | Description | Invoice | Demand | Outstanding | Payment | |
|------------|-----------------------------|---------|--------|-------------|---------|---|
| 15/04/2013 | Single Char Rent in Advance | 85679 | | 1,248.00 | 040.00 | <input type="button" value="X"/> Cancel |

Minimum payment of 10.00

Payment amount total 1,248.00

We use Sage Pay to collect/process transaction information.
For Sage Pay security information please visit http://www.sagepay.com/security_policy

Should you wish to part pay an invoice then click “£ Part” and manually enter a figure which is £10.00 or more. Please press “Process payments” to continue.

Payment card selection

The screenshot shows a web interface for West.ONE. At the top left is the West.ONE logo with four colored dots (orange, blue, purple, green) above the text. To the right, it lists services: COMMERCIAL SPACE, OFFICE SOLUTIONS, RESIDENTIAL LETTINGS, and STUDENT ACCOMMODATION. Below this is a green bar with the text "West One - 13A Victoria Street". On the left is a dark grey sidebar menu with items: Noticeboard, Balance due, Service charge, History, Make a payment (highlighted with a right-pointing triangle), Documents, Contact us, My Details, Logout, and T&Cs. The main content area is titled "Payment card selection" and contains the following fields: Card type (dropdown menu showing "Visa"), First names (text input), Last name (text input), Address(1) (text input), Address(2) (text input), City (text input), Postcode (text input), Country (dropdown menu showing "United Kingdom"), and Phone (text input). Each of the text input fields has a small red asterisk to its right, indicating they are mandatory. Below the fields is a grey box showing "Payment amount total 1,248.00". At the bottom left, there is a red asterisk with the text "* fields are mandatory". At the bottom right, there are two buttons: "Process payments" and "Cancel".

You will need to select your card type and enter all the relevant details. Please note that the information entered must be the details of the card holder.

Process payment

The screenshot shows the West.ONE payment interface. The header includes the West.ONE logo and navigation links for Commercial Space, Office Solutions, Residential Lettings, and Student Accommodation. The main content area is titled 'Payment card selection' and contains the following form fields:

| | | |
|--------------|------------------------|---|
| Card type: | Visa | * |
| First names: | West | * |
| Last name: | One | * |
| Address(1): | Devonshire Green House | * |
| Address(2): | 14 Fibrillan Street | |
| City: | Sheffield | * |
| Postcode: | S1 4JL | * |
| Country: | United Kingdom | |
| Phone: | 0114 229 6800 | |

Payment amount total: 1,248.00

* fields are mandatory

Buttons: Process payments, Cancel

You will need to select your card type and enter all the relevant details. Please note that the information entered must be the details of the card holder.

Payment details confirmation

West.ONE

COMMERCIAL SPACE
OFFICE SOLUTIONS
RESIDENTIAL LETTINGS
STUDENT ACCOMMODATION

West One - 13A Victoria Street

Payment details confirmation

Card details
Card type: Visa

Address:
West One
Devonshire Green House
14 Fitzwilliam Street
Sheffield
S1 4LL
United Kingdom
0114 229 6800

| Date | Description | Invoice | Demand | Payment |
|------------|-----------------------------|---------|--------|----------|
| 15/04/2013 | Single Char Rent in Advance | 85679 | | 1,248.00 |

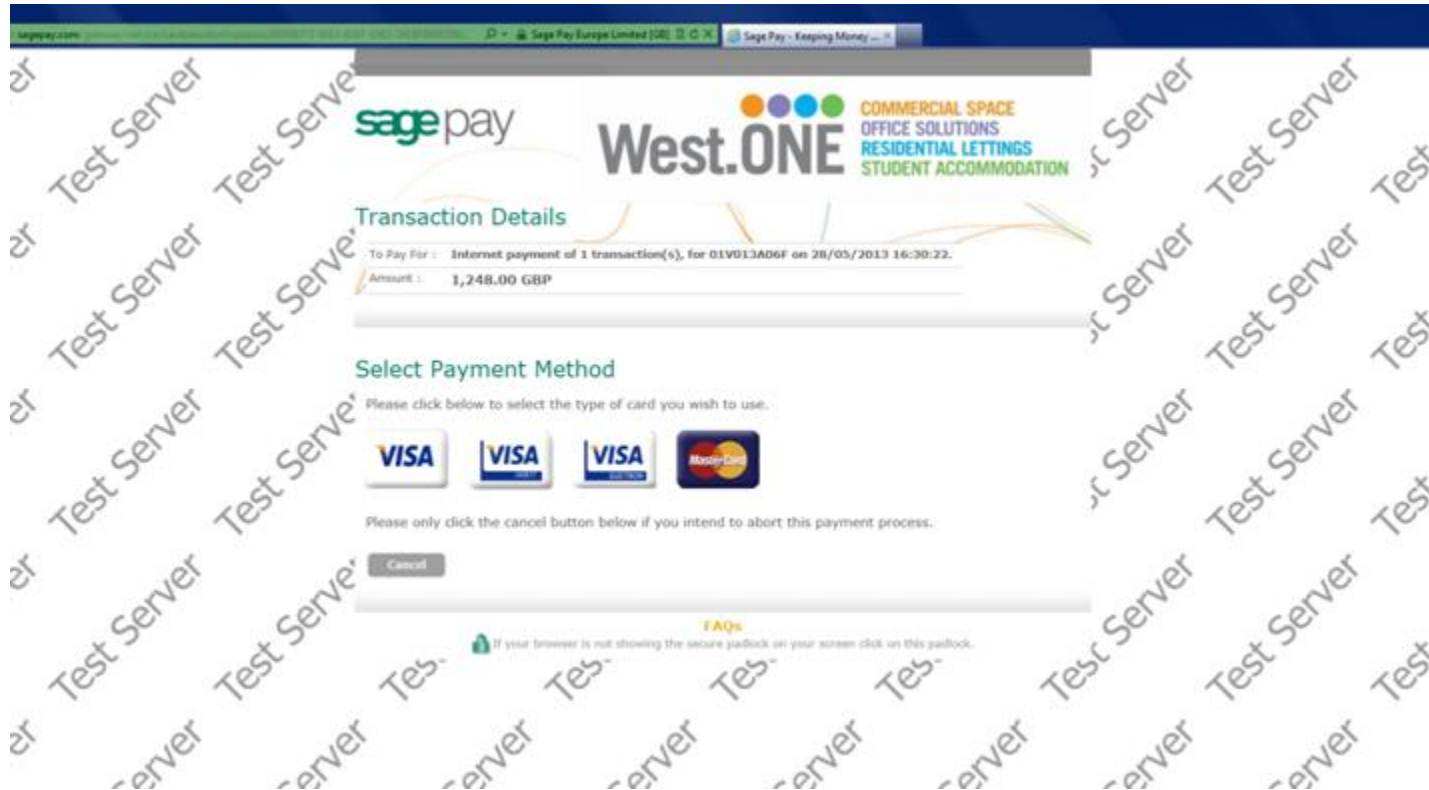
Payment amount total: 1,248.00

[Confirm and pay](#) [Cancel](#)

By clicking on 'Confirm and pay' you are accepting our Terms and Conditions.

This page allows you to check the details entered previously. Assuming everything is correct please click “Confirm & Pay”.

Transaction details - 1



Now you will need to click on the card symbol that matches the one on your card.

Transaction details - 2

The screenshot displays the Sage Pay West.ONE interface. At the top, the Sage Pay logo and West.ONE branding are visible, along with navigation links for Commercial Space, Office Solutions, Residential Lettings, and Student Accommodation. The main heading is "Transaction Details". Below this, the transaction information is shown: "To Pay For: Internet payment of 1 transaction(s), for 01V013A06F on 28/05/2013 16:30:22." and "Amount: 1,248.00 GBP".

The "Enter Card Details" section contains the following fields:

- Card Number*: 4929000000006 (enter without spaces)
- Payment type: Visa
- Firstname*: West (name as it appears on card)
- Surname*: One (name as it appears on card)
- Valid From: Month: 05, Year: 2012 (if not present, leave blank)
- Expiry date*: Month: 12, Year: 2014
- Security Code*: 123
- Billing Address Line 1*: Devonshire Green House
- Billing Address Line 2: 14 Fitzwilliam Street
- Billing City*: Sheffield
- Billing Post Code*: S1 4JL
- Billing Country*: United Kingdom

At the bottom of the form, there are three buttons: "Back", "Proceed", and "Cancel". A small padlock icon and the text "FAQs" are also visible at the bottom of the page.

You will need to enter all the relevant details as requested, then click “Proceed” to continue.

Transaction details - 4

The screenshot displays the Sage Pay transaction details page. At the top, the Sage Pay logo is visible alongside the West.ONE logo, which includes the text 'COMMERCIAL SPACE', 'OFFICE SOLUTIONS', 'RESIDENTIAL LETTINGS', and 'STUDENT ACCOMMODATION'. The main heading is 'Transaction Details'. Below this, the following information is presented:

| | |
|-------------------------|--|
| To Pay For : | Internet payment of 1 transaction(s), for 01V013A06F on 28/05/2013 16:30:22. |
| Transaction Reference : | 10_01V013A06F_10 |
| Amount : | 1,248.00 GBP |

Below the transaction details is the 'Card Details' section, which contains the following information:

| | |
|-------------------------|--------------------------------|
| Payment type | Visa |
| Card Number | XXXX XXXX XXXX 0000 |
| Cardholder Name | West One |
| eMail | james.couldwell@citystates.com |
| Billing Address | Devonshire Green House |
| Billing Post Code | S1 4JL |
| Delivery Address Line 1 | Devonshire Green House |
| Delivery Line 2 | 14 Fitzwilliam Street |
| Delivery City | Sheffield |
| Delivery Post Code | S1 4JL |
| Delivery Country | GB |

At the bottom of the card details section, there is a message: 'Click proceed to complete your payment. Your transaction may take a few seconds to be authorised, please be patient.' Below this message are three buttons: 'Back', 'Cancel', and 'Proceed'. The 'Proceed' button is highlighted with a 'Sage Pay - Keeping Money Moving' tooltip. At the very bottom of the page, there is a link for 'FAQs'.

This page allows you to check the details entered previously. Assuming everything is correct please click “Proceed” to start processing the payment.

Processing transaction



When processing you will see the this screen for a few seconds.

Payment complete

The screenshot shows a web interface for West.ONE. At the top left is the West.ONE logo with four colored dots (orange, purple, blue, green) above the text. To the right, a vertical list of services is shown: COMMERCIAL SPACE, OFFICE SOLUTIONS, RESIDENTIAL LETTINGS, and STUDENT ACCOMMODATION. Below this is a green header bar with the text 'West One - 13A Victoria Street'. On the left side, there is a dark grey sidebar menu with the following items: Noticeboard, Balance due, Service charge, History, Make a payment (highlighted with a right-pointing triangle), Documents, Contact us, My Details, Logout, and T&Cs. The main content area is titled 'Payment success confirmation' and contains the following text: 'Payment for 1,248.00', 'Reference - 209354, please quote this in any correspondence.', and a table with two columns: 'Invoice description' and 'Amount settled'. The table has one row: 'Single Char Rent in Advance' with an amount of '1248.00'. Below the table, the total 'Payment amount total' is '1,248.00'. At the bottom of the main content area, there is contact information for City Estates: 'If you have any queries, please contact - City Estates, James Couldwell, james.couldwell@cityestates.com, 0114 229 6800'. A 'Print receipt' button is located to the right of this contact information.

West One - 13A Victoria Street

Payment success confirmation

Payment for **1,248.00**
Reference - **209354**, please quote this in any correspondence.

| Invoice description | Amount settled |
|-----------------------------|-----------------|
| Single Char Rent in Advance | 1248.00 |
| Payment amount total | 1,248.00 |

If you have any queries, please contact -
City Estates
James Couldwell
james.couldwell@cityestates.com
0114 229 6800

[Print receipt](#)

Once your payment has been successful you will be able to print off a receipt.